When Saying My Bad... is Good

Taking Accountability

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Let me start by saying... My bad



How many of you have ever felt like someone did something wrong to you?



How many of you ever did something wrong to someone else?





Allow Me to Introduce Myself

Global Operations Project Manager at Meta

Working at Meta for 4 years

Previously worked at Salesforce, Boeing

B.A. from University of Washington, M.B.A from University of California, San Diego

Background in project / program management, strategy, operations, process improvement

Passionate about community engagement, solving problems, and collaborating with teams to deliver results





Accountability



"An obligation or willingness to accept responsibility or to account for one's actions"

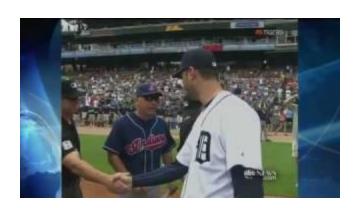


In Other Words... My Bad



Acknowledge Own Apologize







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Discussion

- How would you feel if you were the pitcher immediately once the (incorrect) call was made?
- What are your thoughts on the umpire's response to the situation after the game?
- What are your thoughts on the meeting between the umpire and pitcher the next day?

Another Example of Accountability









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Discussion

- How would you feel if you were a teammate of Kobe Bryant's when hearing the message?
- What are your thoughts on Kobe Bryant's approach to accountability?
- What do you think was the result of Kobe Bryant holding his teammates (and himself) accountable?



Stretch Break





Accountability in Project / Program Management



Two Program Managers Walk into a Meeting Room



Scenario: Two PgMs (Alex, Sam) are each in charge of their own project...and both missed a deadline

Alex

- Dismisses the missed deadline; blames the team
 - "No big deal. The team didn't get around to it in time."

Sam

- Accepts responsibility for the missed deadline
 - "My bad. I should have built in contingencies to make sure we made the deadline. I'll do better next time."

What are your thoughts on Alex's response?

What are your thoughts on Sam's response?



What if they really were wrong?



84%

of the workforce describes itself as "trying but failing" or "avoiding" accountability, even when employees know what to fix.



80%

of people see accountability as punishing.



How My Bad...Can Be Good



Potential Benefits to Saying "My Bad"

- 1. Swift acknowledgement
 - a. Quick way to own up to mistake and accept role in situation
- 2. Diffuses tension
 - a. Simple my bad can de-escalate high pressure circumstances
- 3. Displays humility
 - a. Demonstrates willingness to be accountable
- 4. Garners trust
 - a. Vulnerability amongst team members
- 5. Promotes engagement and empowerment
 - a. Only 13% of employees engaged at work





PODCAST

"Exhibiting accountability over time is a gateway to trust. When we see someone acting with accountability, we gain the evidence we need to trust them."

MIKE ERWIN & WILLYS DEVOLL Leadership Is a Relationship



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Things to Keep in Mind

- 1. Overuse
 - a. Can appear flippant, insincere
- 2. Downplaying Responsibility
 - a. Not taking mistake seriously
- 3. Missed Learning Opportunities
 - a. Can overshadow why error happened
- 4. Undermines Authority
 - a. Team may perceive leader with diminished competence



Alternatives to "My Bad"

- 1. "I made a mistake here. Let me fix that."
- 2. "That was an oversight on my part. Here's how I'll avoid this next time..."
- 3. "I take responsibility for that. What can I do to resolve it?"



WIIFM (What's In It For Me?)



Key Takeaways

- 1. Own the Mistake Genuinely
- 2. Follow Up with Correction
- 3. Learn and Improve (and Share)
- 4. Moderation is Key





Thank You

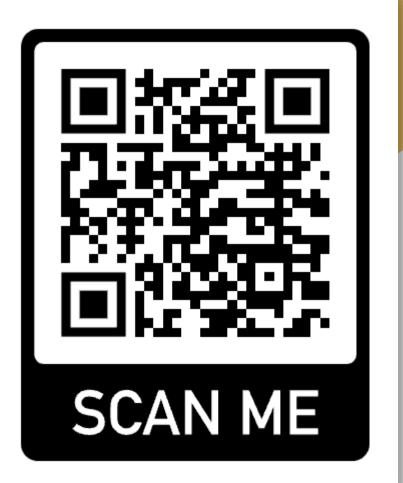


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